

**TENNESSEE DEPARTMENT OF REVENUE**  
**SPECIFICATIONS FOR FUJITSU SCANNER MAINTENANCE**

**SCOPE:**

The purpose of this three (3) year contract request is to provide maintenance and repair services to six (6) Fujitsu fi-5950 color scanners located at two Tennessee Department of Revenue ("TDOR") offices in Nashville, Tennessee.

**A. Maintenance/Repair Services:**

1. The contractor will be required to provide on-site maintenance consisting of monthly cleaning and the adjustment and replacement of parts as indicated by contractor certified trained technicians.
2. The contractor will provide preventive maintenance inspections three (3) times per year and will provide a written report of findings and actions taken to designated TDOR personnel at no additional charge. The contractor will coordinate the scheduling of all inspections with designated TDOR personnel.
3. All necessary labor and parts required to perform the services, adjustments, and inspection functions herein specified will be included in the base bid price.
4. Replacement parts will be of Like or current design. Like, in regards to exchange parts, will be defined as parts that are of no less value in form, fit, and function as original parts. Replacement of parts may be new or refurbished, equivalent to new warranties and performance of refurbished parts are to be the same as new parts.
5. Replacement parts will not include consumable supply items such as printer ribbons, magnetic tapes and cartridges.
6. The contractor will furnish certified trained technicians trained on the equipment listed for this solicitation. At the state's request, the contractor may be required to furnish evidence of such training. The State of Tennessee will be given a copy of the factory standards when requested.
7. The contractor will perform unlimited service calls between inspections at no additional charge during regular business hours, which are from 8:00 a.m. through 4:30 p.m. CST, Monday through Friday, excluding legal holidays observed by the state of Tennessee. The contractor will coordinate with the designated TDOR personnel to schedule all maintenance and repairs.
8. The contractor will respond to all requests for service within (2) working hours after TDOR issues a request. The contractor will notify designated TDOR personnel and provide an estimated time of arrival if service is requested.
9. The State of Tennessee will not pay the contractor for travel expenses incurred.
10. Equipment listed is located at both locations found below:

Andrew Jackson Building  
500 Deaderick Street, 7<sup>th</sup> Floor  
Nashville, TN 37242

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Metro Center Office  
44 Vantage Way, Suite 600  
Nashville, TN 37243
11. Invoices are to be submitted monthly. Original invoices are to be directed to:

Tennessee Department of Revenue  
ATTN: Processing  
Andrew Jackson State Office Bldg.  
500 Deaderick Street, 7<sup>th</sup> Floor  
Nashville, TN 37243

B. The following is a list of authorized TDOR contacts:

- Matt Waitkus – Director  
Phone number: 615-741-1122  
Email: [Matthew.Waitkus@tn.gov](mailto:Matthew.Waitkus@tn.gov)
- Caroline Lansdell – Asst. Director  
Phone number: 615-253-0099  
Email: [Caroline.Lansdell@tn.gov](mailto:Caroline.Lansdell@tn.gov)